

Issue 2: November 2012

"Technology can help people manage their condition at home, free up a lot of time and save the NHS money. In a world where technology increasingly helps us manage our social and professional lives, it seems logical that it should help people manage their health."

Jeremy Hunt MP, Secretary of State for Health
14 November 2012
[See full press release](#)

Summary of coverage news regarding Jeremy Hunt's 100k announcement at Age UK on 14 November 2012

14.11.12 DH UK to be 'world leader' on health technology, says Hunt
<http://mediacentre.dh.gov.uk/2012/11/14/uk-to-be-world-leader-on-health-technology-says-hunt/>

14.11.12 3ml news release welcomes Jeremy hunt announcement. 3millionlives takes 100,000 steps closer to target. <http://3millionlives.co.uk/wp-content/uploads/2012/11/3ml-news-release-14-November-2012.pdf>

15.11.12 PharmTimes: Telehealth to benefit three million by 2017 Three million people in England are set to get access to telehealth by 2017, under government plans to firmly push the NHS into the digital era and become a global leader in the field. http://www.pharmatimes.com/Article/12-11-15/Telehealth_to_benefit_three_million_by_2017.aspx

14.11.12 Practice Business: Hunt announces telehealth push Tenders for the work are being developed and the NHS Commissioning Board will lead on promoting telehealth from April next year. Health Secretary Jeremy Hunt said: "I want to free people with long-term conditions from the constant merry-go-round of doctors' surgeries and hospitals. <http://www.practicebusiness.co.uk/news/1727/hunt-announces-telehealth-push/>

14.11.12 Public Service: 100,000 people to reap telehealth benefits in 2013 http://www.publicservice.co.uk/news_story.asp?id=21445

15.11.12 Telegraph: 100,000 to get 'doctor by broadband' in 2013 Up to 100,000 people will be able to use the internet to manage their health problems from their own homes next year, in a move ministers hope will stop "the constant merry-go-round" of medical appointments. Instead, they will be able to take readings of health measures like blood pressure and blood glucose levels themselves at home, log them with doctors and nurses online, and converse with them via the web. Ministers have such faith in telehealth that they want three million people to be using it by 2017. In the first tranche of the roll-out announced yesterday, people in seven areas in England including Cornwall, Yorkshire and Worcestershire, will gain access in 2013. Jeremy Hunt, the Health Secretary, said: "People with long-term conditions see doctors and nurses more than most of us - £7 out of every £10 spent on the health budget go towards supporting them. Dr Margaret McCartney, a Glasgow GP who is sceptic of the project, said: "I can't understand why we are spending so much on unproven technology while we know where the real stresses and gaps are for people with long term conditions. Michelle Mitchell, director general of Age UK, said: "Whilst telehealth is not a replacement for face-to-face appointments and direct care, it could give many people a real chance of taking control of their health and improving wellbeing." <http://www.telegraph.co.uk/health/healthnews/9678522/100000-to-get-doctor-by-broadband-in-2013.html>

Other News

GP online: Online GP consultations 'to become widespread' The government expects the NHS to provide more internet and technology-based services to help people manage their health and care. Under [plans from the DH](#), the option of e-consultations will become 'much more widely available' for patients. Greater use of telehealth and telecare will be prompted to three million people, [as set out last year](#). <http://www.gponline.com/News/article/1159549/online-gp-consultations-to-become-widespread/>

Guardian: GPs might remain unconvinced but telehealth is a no-brainer Following a conference on telehealth, the Patient from Hell argues that clinicians who have tried it are quickly converted. For me, a geriatric patient, telehealth is a no-brainer. In the last 18 months, 2 of my contemporaries have contracted MRSA in hospitals and died. Hospitals are dangerous places. I was not surprised, therefore, that after the whole systems demonstrator in Kent, West Ham and Cornwall, only 2% of the patients wanted to return their monitoring devices. It would be lovely if we could find a cohort of GPs who would champion telehealth from a position of having experienced it. Someone whispered to me during the conference that Dr Clare Gerada, chair of the [Royal College of GPs](#), is a fan. She would be, but I understand that she has to be careful of her members who aren't. In the meantime, the movers and shakers of telehealth are the nurses who have been doing the heavy lifting for telehealth initiatives across the country for some years now. It was the nurses who gave the conference tips on how to implement telehealth effectively and economically, and it was nurses who made up most of the audience. We are safe in their hands. They have danced with the gorilla, and remain on their feet. <http://www.guardian.co.uk/healthcare-network/2012/nov/13/gps-telehealth-conference>

Pulse: Government imposes new targets for telehealth initiative GPs will be compelled to make telehealth more readily available as the Government set a target for the scheme to be offered to 100,000 patients across seven regions within the year. <http://www.pulsetoday.co.uk/commissioning/commissioning-topics/long-term-conditions/government-imposes-new-targets-for-telehealth-initiative/20000897.article>

Medical device or not medical device? That is the question. The EU Court decided on a case involving the definition of a medical device vs a wellness product earlier in the month. [This blog by Erik Vollebregt](#) outlines the findings and poses some interesting questions for the sector.

Industry Activity—a review by Olivia Eyers, 3ml Project Manager

#BUSY

November – conference season has started and 3millionlives have been to as many as possible! My month started with the planning of the pathfinder event on the 7th and finalising of the [key requirements document](#) ready for the release as the same time as a possible announcement by Jeremy Hunt's [announcement](#), we had a stand at the TSA conference and workshop. NAHPIST event in November and NHS alliance all to attend.

TSA report – arriving at the Hilton @ Birmingham NEC I got the distinct feeling that I was going to be exhausted on Thursday! Loretta informed me that the workshop that we were holding "3ML one year on" was over subscribed to the tune of 80 people, wow! time to change the format of the workshop, and hurriedly enlisted the help of some of the industry group members as a panel and draft a presentation. Arrived at the small but simple stand and the rest is a blur of tweets ([#teleconf2012](#)), announcements, talk, ministers and celebs! Amazingly at one stage we had a twitter reach of over 28,000! Thanks to Mike Clark and all the tweeters out there! Maybe the TSA should do a Crystal Award for social media next year! Best Telecare and Telehealth Twitterati.

I did manage to sit in the plenary sessions which were mainly about 3ML but really received well by the audience and a general feeling of a new era coming.

All in all a fantastic 3 days sharing the 3Millionlives way of thinking and educating people on what we have done for a year.

November industry meeting - held last week in London and incredibly well attended as usual, plans made for future events, stakeholder engagement was high on the list to include third sector and patients. Social media and comms review and DH feedback on the pathfinders process and next steps.

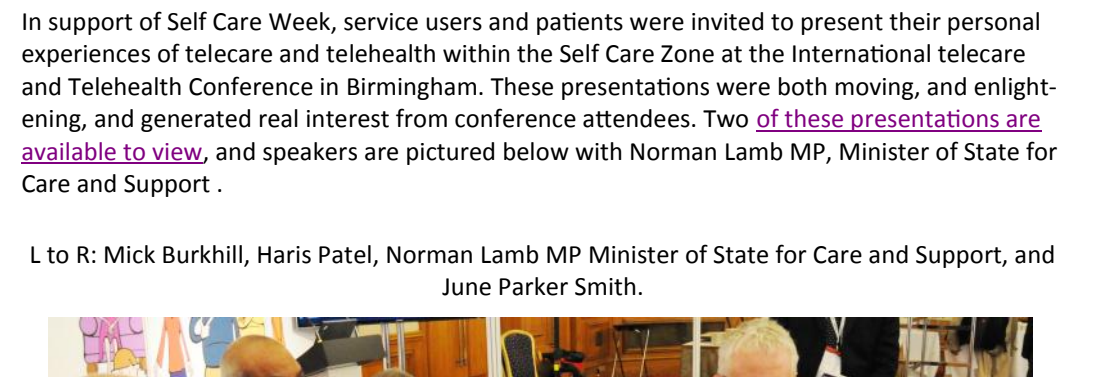
Next months plans

- Planning of EXPO event in March
- Procurement workshop
- Trade associations – members events

Contact: [Olivia Eyres](#)

3millionlives stand at the International Telecare & Telehealth Conference 2012:

L to R: Trevor Single, Loretta MacInnes, Olivia Eyres, Fiona Phillips, Chris Wright



Health and Social Care Engagement

Pathfinders

An event took place on 7 November 2012 for pathfinder sites to find out more about industry key requirements, and the commissioning of an end to end service. With presentations to overview the potential service requirements from the pathfinder sites, discussions and workshops on finance, quality, service design and procurement took place, to assist the pathfinders in the development of their tenders. This event was useful, but further information was felt to be needed by the pathfinder sites. Discussions on how this information will be developed and disseminated are taking place between DH and the pathfinders through November and December.

In addition, the four trade associations (see details below) will be holding a series of events early in the new year, to update industry on the pathfinders, what type of services are likely to be required, and how to become involved in the consortia to meet pathfinder requirements. These trade associations will be writing to their members about this event imminently.

Trade Association contact details are:

ABHI—represents the medical technology sector: <http://www.abhi.org.uk/>

Intellect—represents the UK technology industry: <http://www.intellectuk.org.uk/>

Medilink UK— National health technology business support: <http://www.medilinkuk.com/>

TSA—represents the Telecare and Telehealth industry: <http://www.telecare.org.uk>

3ML GP Roundtable in partnership with Pulse

A Telehealth GP Roundtable is being held 30 November, the format being a 60 minute discussion between 6 thought leaders. The aim is to crystallise the issues around Telehealth and its role in primary care, discuss any misconceptions and agree where possible a way forward for GPs to engage with new solutions whilst ensuring an improvement in patient outcomes and full regard for patient safety.

The suggested attendees form a cross-section of opinion on Telehealth, therefore creating a balanced and valuable discussion on the subject and the future successful implementation of Telehealth.

This roundtable discussion will be filmed and presented to the GP and primary care commissioning audience of the publications Pulse & Practical Commissioning. Through partnering with Pulse & Practical Commissioning this project benefits from reaching both GPs and clinical commissioning groups across the UK, and offers an opportunity to educate and inform on the work of Telehealth in the UK now and in the future.

Participants are:

- Chair: Steve Nowottny, Editor Pulse
- Chaand Nagpaul, GPC Lead Negotiator on Commissioning and GP in Harrow.
- Paul Hitchcock, NHS Workstream Lead 3millionlives, Department of Health
- Stanton Newman, Dean, School of Health Sciences, City University London
- Margaret McCartney, a GP in Glasgow who writes about evidence-based medicine
- Will Haynes, Lead Clinician for Telehealth and CCG Board Member, NHS Gloucestershire
- Atul Kumar-Burg, Clinical Director, Primary Care Services at Solent NHS Trust (ex-Newham)

A Clinicians view on engagement

Dr Robert Stewart, Medical Director for Clinical Commissioning and Strategic Change NHS Kent and Medway GP Principal gave a stimulating presentation entitled **Putting the patient at the centre** at the International Telecare and Telehealth Conference. His points included:

- Technology is key
- Make full use of modern ways of communication—email, text, videoconferencing, Apps
- Patients access to internet!
- Hospital and CCG IT programs identify deteriorating patients and where CARE best given

The [full presentation is available to view](#).

Benefits of telehealth and telecare video now live online

A video outlining the benefits of telehealth and telecare from the perspective of both the individual and the clinician was aired at the recent RCGP conference, and is [now available to view online](#). Well worth a view!

The direct benefits of telehealth and telecare from the most important person—the service user or patient

In support of Self Care Week, service users and patients were invited to present their personal experiences of telecare and telehealth within the Self Care Zone at the International telecare and Telehealth Conference in Birmingham. These presentations were both moving, and enlightening, and generated real interest from conference attendees. Two [of these presentations are available to view](#), and speakers are pictured below with Norman Lamb MP, Minister of State for Care and Support.

L to R: Mick Burkhill, Haris Patel, Norman Lamb MP Minister of State for Care and Support, and June Parker Smith.

Events

Find out more about telehealth, telecare and 3millionlives at these forthcoming events

31 January 2013: [Leading the way in Assistive Technology](#) Liverpool

13-14 March 2013: [Health Innovation Expo, ExCel](#) London
[Early bird discounts currently available](#)

The Social Club - Join the conversation

 LinkedIn Group

The 3millionlives LinkedIn group is growing daily, and will feature updates on 3millionlives, and invites comment and discussion on topics central to transforming services and enabling more people to access telehealth and telecare.

If you are not already a member, please join. We look forward to your input.

[3millionlives LinkedIn](#)

 Twitter

You can follow 3millionlives at [@3MillLives](#). There have been some interesting conversations relating to telehealth, telecare and the transformation agenda. A summary of some of the latest tweets are shown below:

liveyers: RT [@3MillLives](#): RT [@liveyers](#): Stephen Johnson and Angela Single [#teleconf12](#) wonderful pic of the 3ML chair and SRO [flc.kr/p/dwKeQy](#)

1 day ago

MindingsStu: RT [@3MillLives](#): Is speaking to the NHS innovations sw group! Very interesting work!

1 day ago

RoySocMed: RT [@clarkmike](#): [#RSMTelemed12](#) JB - market moving very quickly with Govt announcements for [@3MillLives](#). 223 remote care companies identified, market surveys

1 day ago

clarkmike: [#RSMTelemed12](#) AM mentions innovations to date and Dallas communities - action research for [@3MillLives](#)—looking also at retail mkt

2 days ago

clarkmike: [#RSMTelemed12](#) DT - need better service design—future looks bright - but needs to be better integrated - impetusfrom [@3MillLives](#)

2 days ago

CareInnovations: RT [@3MillLives](#): Claire [@CareInnovations](#) explaining behaviour change principles using [#telehealth](#) Very good presentation! [#NAHPIST](#) [3millionlives](#)

2 days ago

dragonmisery: How can tech keep people in [#socialcare](#) independent & safe? Info and resources [@3MillLives](#) [tinyurl.com/cfzkqge](#)

2 days ago

RachCarrell: RT [@3MillLives](#): [#rsmtelemed12](#) earl howe "3millionlives will transform the UK into the largest [#telehealth](#) market after the US"

2 days ago

clarkmike: RT [@3MillLives](#): [#rsmtelemed12](#) earl howe "3millionlives will transform the UK into the largest [#telehealth](#) market after the US"

2 days ago

RoySocMed: RT [@clarkmike](#): [#RSMTelemed12](#) Earl Howe refers to [@3MillLives](#) and the setting up of AHSNs. There is a Long way to go to get tech in health/social care

[@3MillLives](#)

Get in Touch

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